

## **Manna Centre: Report on Telephone & Email Activity – w/e 03/04/20**

Inbound Calls (from clients)	62
Outbound calls (on behalf of clients)	105
Clients emails answered	54

### Brief synopsis of activity

- a) Areas covered – homelessness applications, referrals to outreach teams for clients rough sleeping, housing benefit overpayments, housing benefit payments to landlords, council tax assistance applications, benefit issues – Universal Credit, food resources - handouts and foodbanks

### Issues arising

- a) Other services offering limited service e.g. Universal Credit have reduced their telephone service from 9 am to 6 pm to 9.30 am to 3.30 pm
- b) Greater levels of delay in getting responses
- c) Client's anxieties are amplified If they are homeless – particularly if street homeless – exposed to infection more readily but also anxieties about what happens after period of being housed over the period of lock-down